

10  
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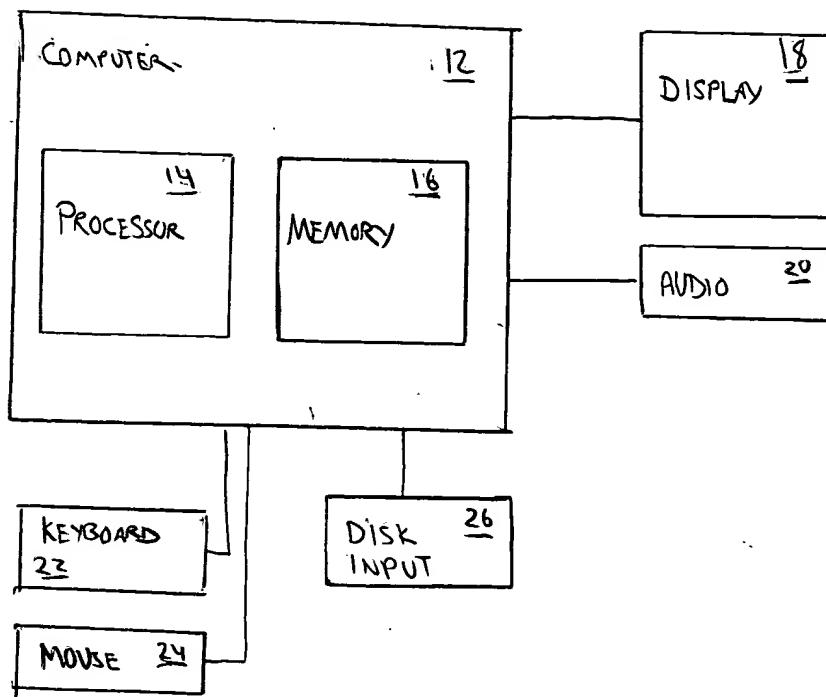


FIG. 1

11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40

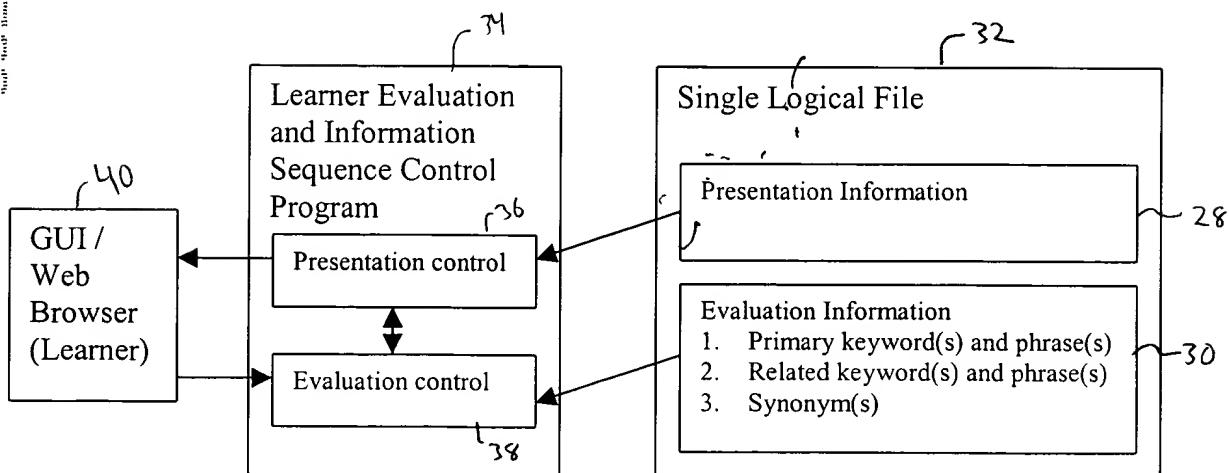


FIG. 2A

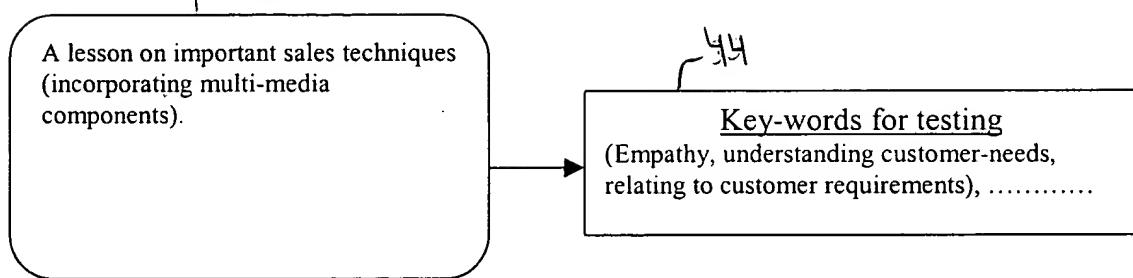


FIG. 2B

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What is the top requirement for effective sales calls?

- a) Empathy
- b) Apathy
- c) Item 3
- d) Item 4

46.

Please type your response to the question In the box below:

What is the top requirement for effective sales calls?

FIG. 2C

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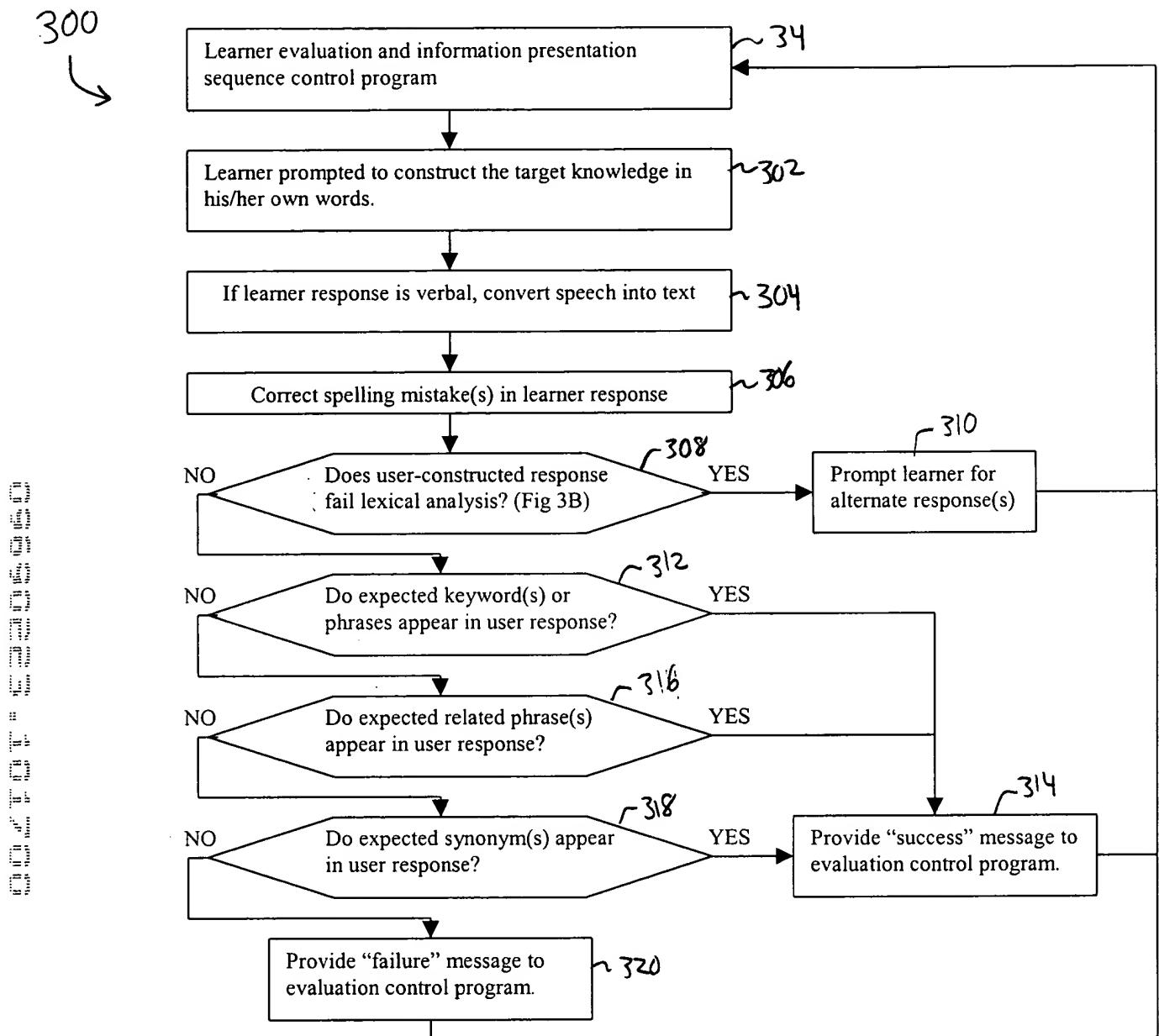


Figure 3A: Evaluation and Verification Process

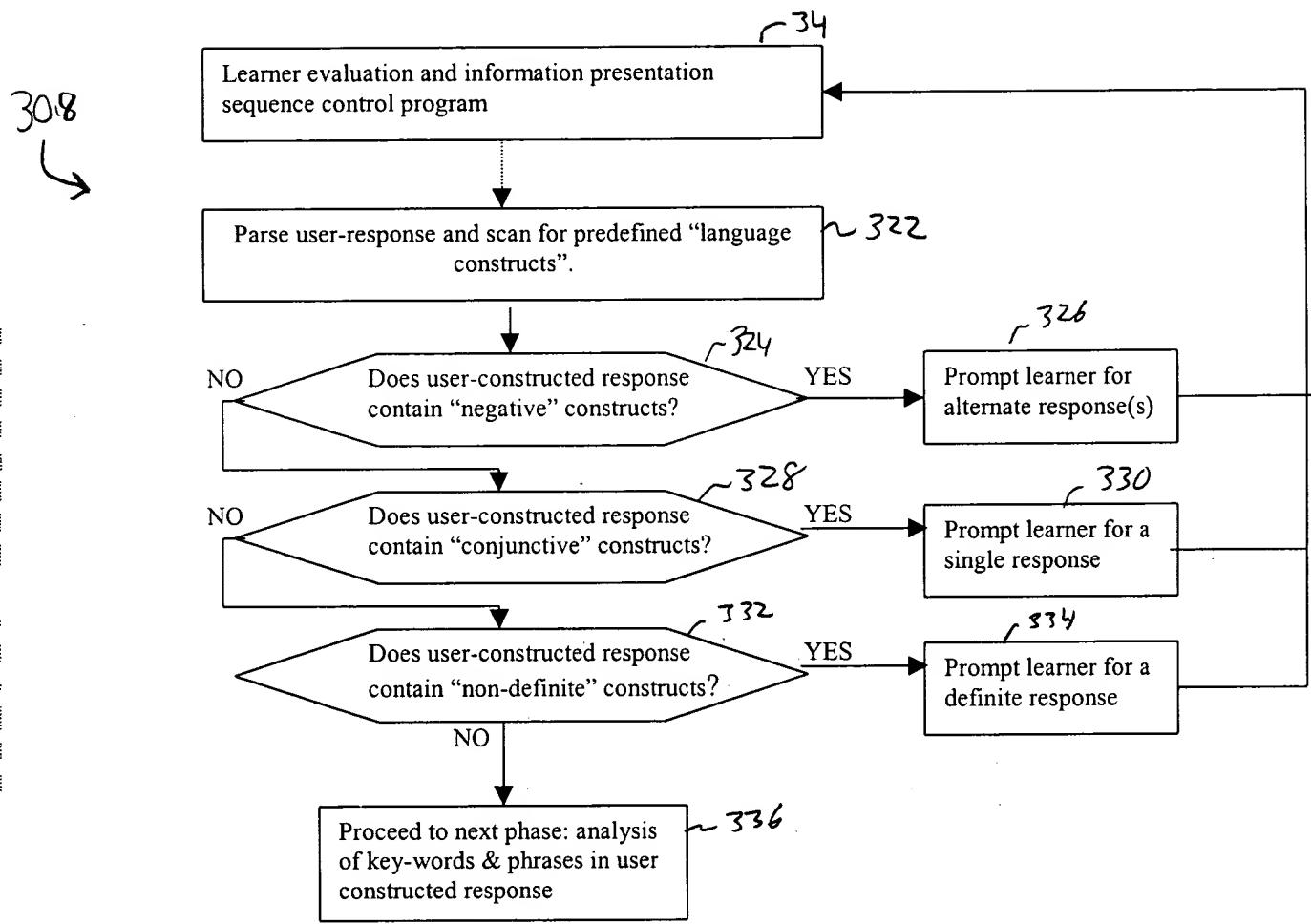


Fig 3B: Lexical Pre-Processing